

King County Permitting Portal Frequently Asked Questions

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User Accounts and Account Set Up

How do I register an account?

1. Click the Register for an Account link.
2. Read the terms and conditions, click the checkbox acknowledging you have read them, then click **Continue**.
3. Complete the log-in information. You must use a unique Login ID and Email Address.
4. Enter Contact Information. When you enter Contact Information, remember that this information will appear on any permits you are the Applicant for. Consider using a business phone number and email address when you add Contact Information.
5. Click **Continue Registration** to complete the registration process.

Why won't the permitting portal accept my email address when I register a new account?

You might already have an account that uses that email address. You cannot have multiple user IDs associated with a single email address. Try using the Forgot My Password link and using that email address to retrieve your password.

How do I know if I'm logged in?

When you are logged in, you will see the text **Logged in as:** YourUserID in the navigation line that includes links to Logout and Account Management.

I forgot my password! What do I do?

Click the **I Forgot My Password** link. Type the email address that you used when you created your account and click **Continue**. Type the answer to the Security Question you answered when you created your account and click **Send New Password**.

You will receive an email from no-reply@kingcounty.gov with a new password. When you log in, you will be asked to update your password. Change it to something that you can remember and click **Submit**.

If you do not get an email, check your Spam folder for the message. If the email isn't in your Spam folder, send email to linkmypermits@kingcouthy.gov with your user ID and the details of your issue.

You might need to configure your email program to designate KingCounty.gov as a Safe, Trusted or Not Junk domain, or to mark no-reply@kingcounty.gov as a safe or trusted email address.

See the help documentation for your email program for instructions on how to mark a domain as Safe, or how to set an email address as safe or trusted.

What tasks can I do without registering or logging in?

Without logging in on the King County Permitting Portal, you can:

- Search for property information
- Search for permits and permit information
- Schedule an inspection
- View valuation information
- Submit Code Enforcement complaints
- Search Code Enforcement complaints

What tasks can I do when I log on as a registered user?

After you log in to the King County Permitting Portal you can do everything you can do before you logged in. In addition, you can do the following tasks:

- Apply for a Building Residential Mechanical permit.
- Download documents attached to your permits.
- Create customizable lists of permits (using the Add to Collection link in the search results, or on the record).
- View fees.
- View permit contacts.

How do I log out?

Click the Logout link in the navigation line above the search box.

Why can't I log in?

Verify that you are using the correct user ID and password.

If you are using the correct user ID and password and you still can't log in, verify that you are using a supported version of a supported browser. Browsers supported by the King County Permitting Portal are:

- Microsoft Internet Explorer 10 (32-bit)
- Microsoft Internet Explorer 11 (32-bit)
- Firefox 32
- Google Chrome 37
- Opera 24
- Safari 6 in Mac OS X 10.8

What browsers are supported by the King County Permitting Portal?

Browsers supported by the King County Permitting Portal are:

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Enforcement Complaints

How do I file a Code Enforcement complaint anonymously if I am a registered user?

You can log-out and file your Code Enforcement complaint, or you can remain logged in and go through the process of filing a complaint without adding Complainant information.

Why can't I see the Enforcement complaint I submitted?

You either submitted the complaint anonymously, you are not logged in, or you did not submit the complaint through the King County Permitting Portal and the record is not linked to your account.

Why can't I submit an Enforcement complaint?

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Permits

Why can't I see all of my permits when I log in?

There are a couple of reasons you might not see all of your permits listed after you have logged in:

- You might be looking at your Building permits, and some of your permits might fall under other tabs such as Fire or Engineering.
- You might have permits that were created before you created your permitting portal account, or when they were created they were not attached to your account.

Note: Records that you apply for online will be linked automatically to your permitting portal account.

How do I link my permits to my permitting portal account?

To link all of your permits to your account, send an email message to LinkMyPermits@kingcounty.gov detailing your name, the email address associated with your Permitting Portal account, and a list of the records that you would like connected to your profile. Records will be linked within two business days.

What is the status of my permit?

In your dashboard, in a collection, or in a record search list, the application status of the permit is in the last column.

If you want to see the details of workflow status, click on the permit, and expand the **Status** bar to display the workflow. A green checkmark next to a task indicates that the task is completed. An hour-glass next to a task indicates that the task is active. Click the triangle next to a task to display the details of the task's progression and any comments made by the reviewer.

What do the symbols under the Status of my permit represent?

When you look under the **Status** header of your permit record, you might see several symbols.

The sideways black triangle indicates either that there are status updates to the task, and/or that there are child tasks under a task.

A green checkmark means that the task is complete.

An hourglass means that the task is open and in process.

If there is no symbol next to a task name, it means that the task is not active.

Who do I contact about status updates on my permit?

Contact the King County Department of Permitting at 206-296-6600 if you have questions about the status on your permit.

How do I see who performed reviews on my permit?

How do I see when my permit was last updated?

How do I see comments made on my permit?

You can see detailed status information such as reviewer name, date updated, and comments under the **Status** heading on your permit record.

Click the black triangle to expand information about a task. You will see who the task was Assigned To, the date it was updated, who updated it, and the status it was updated to. If you click the + next to the status update, you will see comments left by the Reviewer.

How do I enter a permit for my condo unit?

Why can't I find my condo unit's parcel number?

In order to create a permit for a condominium unit, do the following:

1. Enter the parcel number using **000** as the last three digits of the parcel number. For example, if your parcel number is **3815700010**, then enter **3815700000** in the Parcel Number field.
2. Click **Search**. A list of addresses associated with that parcel number displays in a pop-up window.
3. Click the dot next to the site address for the permit application and click **Select**.
4. Verify the site address was correctly entered in the Address Section.
5. Make any necessary corrections to the Owner information.
6. Click **Continue**.

How do I apply for a permit online?

In order to apply for a permit online, you must have a registered permitting portal account, you must know the parcel number or street address for the property, and the property must be in Unincorporated King County.

After you have registered a permitting portal account, you will be able to apply for Building/Mechanical/Residential/NA permits and pay for them online.

To apply for a permit, do the following:

1. Click **Create an Application** under the Building header. Read the terms of service and click the checkbox next to the **I have read and accepted the above terms**, then click **Continue**.
2. Type the parcel number into the **Parcel Number** field and click **Search** or type the Address into the address fields and click **Search**. If you return multiple results, select the appropriate result. If you entered Parcel information, the Address and Owner information will be populated. If you entered Address information, the Parcel and Owner information will be populated. If you are entering a permit for a condo unit, please see "[How do I enter a parcel for my condo unit?](#)" in this FAQ document.
3. If the Owner information is incorrect, update it.
4. Click **Continue**.
5. Under Applicant, click **Select from Account** and select the Applicant contact. If you want to add additional contacts, under the Agent for Applicant, click **Select from Account** or **Add New** and attach find or add additional contacts. Click **Continue**.
6. Complete the details of the Application Information and Application Information Table and click **Continue**.

7. If necessary, click **Add New** to add a Licensed Professional. The Licensed Professional must have a current, active license in the State of Washington LNI database in order to proceed. Click **Continue**.
8. Review all of your application information. If necessary, click the **Edit** button to make changes. When the information is correct and complete, click **Continue**.
9. If you want to apply for additional permits, click **Continue Shopping** and you will be taken back to the beginning of the application process. You can do this as many times as necessary to apply for all of the permits you need.
10. When you are ready to pay for your permits, click **Check Out** and you will be taken to the Shopping Cart.
11. Review the permits and the balance of fees due for each permit. If you want to pay for only some of the permits now, you can click **Save For Later** link next to any permits you will pay for later (for example, if you want to group permits for different projects together onto a single receipt). Note that any permits not paid for will remain temporary records; they cannot be processed without payment.
12. When you have only the permits you want to pay for in your shopping cart, click **Checkout**.
13. Enter payment information, including the correct expiration date and CVC from your credit card. If your contact information matches the name and contact information on the Credit Card, you can click the checkbox next to **Auto-fill with** to populate the Credit Card Holder Information. When you have entered credit card and card holder information, click **Submit Payment**.
14. If your payment completes successfully, you will be able to print a receipt that includes all permits and fees paid for in the payment transaction.

How do I print my permit?

When your permit is issued at application, you can print the permit immediately from the Receipt screen. Click the **Print Permit** link next to the record. The permit will display as a PDF document in another window. You can save or print the permit from there.

If you do not print the permit immediately when the permit is issued, or if you need to reprint your permit at a later date, you can find it in the Attachments. Expand that section, and click the file name that is like aaf-all-0026BuildingPermit_#####_#####.pdf. The permit will display as a PDF document in another window. You can save or print the permit from there.

Can I apply for more than one permit at a time?

You can apply for multiple Residential Building Mechanical permits at the same time. To do this, click **Continue Shopping**, and apply for another permit. When you are ready to pay for the permits you are applying for, click **Check Out** and complete the payment process.

What payment methods are available online?

Currently, you can only use Visa or MasterCard to pay for a permit using the King County Permitting Portal.

Can I pay for my permit with my debit card?

You cannot use a debit card. If your debit card has a Visa or MasterCard symbol and can be processed like a credit card, you can use that.

Can I apply for a permit online and mail a check?

You cannot enter a permit application online and mail a check. In order to apply for a permit online, you must remit payment at the time of application using the Shopping Cart.

How do I pay for my permits online?

You can pay for Building Residential Mechanical permits online at time of application. The application process will take you to a Shopping Cart where you can enter your credit card information and pay for your permit.

If you have other permits with an outstanding balance, you will need to mail a Check or Money Order for the balance due to the Department of Permitting, or you will need to come to the Snoqualmie office with a cash payment. Checks or Money Orders can be mailed to:

Department of Permitting and Environmental Review
35030 SE Douglas St., Ste. 210
Snoqualmie, WA 98065-9266

Contact 206-296-6659 or email BillingHotline.DPER@kingcounty.gov if you have additional questions about paying the balance on your permit.

Why does the shopping cart want me to remove permits?

Why can't I pay for my permit online?

We are currently only accepting payments for Building Residential Mechanical permits at time of application online. If you have other types of permits in your shopping cart, click the Remove link next to them to remove them from your cart and continue the payment process.

If you have a balance due on another type of permit, please mail your payment in the form of a Check or Money Order for the balance due to:

Department of Permitting and Environmental Review
35030 SE Douglas St., Ste. 210
Snoqualmie, WA 98065-9266

Contact 206-296-6659 or email BillingHotline.DPER@kingcounty.gov if you have additional questions about paying the balance on your permit.

How do I print my receipt?

You can print a receipt at time of payment by clicking the **View Receipt** button. A PDF document will open with the details of your payment.

You can print a receipt at any other time by finding your permit record, expanding the Fees heading, and clicking the **View Details** link next to the payment. A PDF document will open with the receipt.

Why can't I apply for a permit?

Why can't I see my permit status?

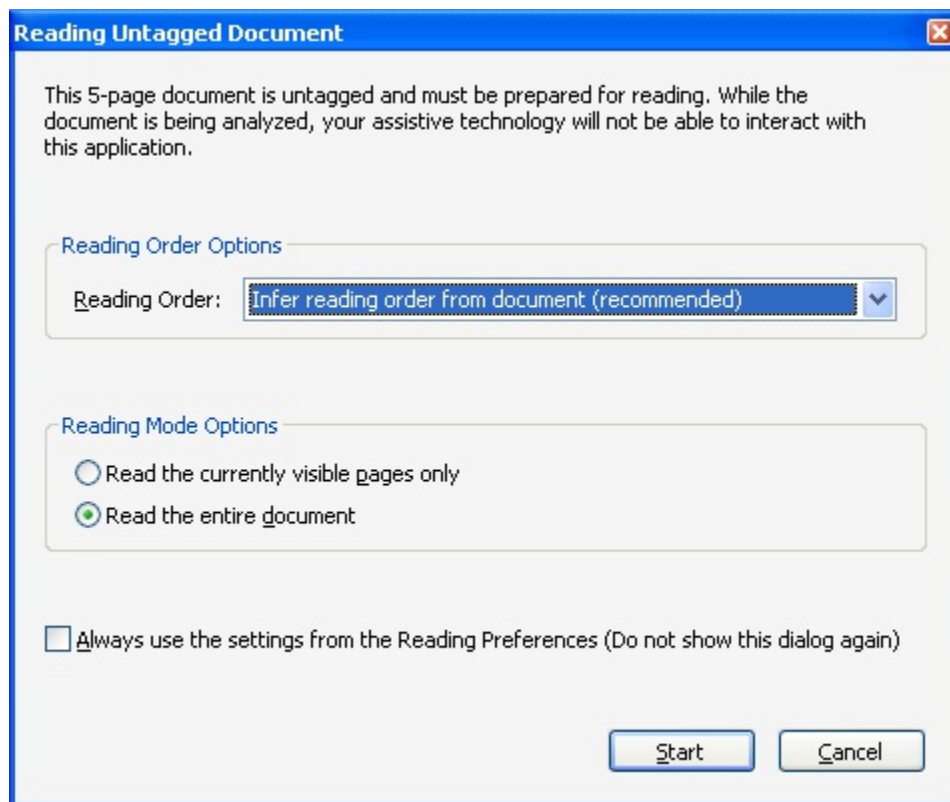
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Why do I see a “Reading Untagged Document” message?

When you open a PDF file on the King County Permitting Portal, such as a Receipt or a Permit, you might see a pop-up window that says “Reading Untagged Document”.

This dialog window comes from your Adobe Reader software and you can safely click **Cancel**. For more information, please see the Adobe blog article [Acrobat/Reader: how to disable the “Reading Untagged Document” dialog](#).



Inspections

How do I schedule an inspection?

To schedule an inspection, you need to find the permit record. The application status of the permit needs to be one of the following statuses: "Issued", "Permit Issued", "Monitoring In Process", "Inspections In Process", "Permit Expiration Notice", or "Permit Extended".

1. Once you locate the permit, expand the Inspections bar and click the link that says **Schedule or Request an Inspection**.
2. Click the bubble next to the inspection you want to schedule (if you don't see it on the list, click Next to display the next page), then click **Continue**.
3. Select the Date for the inspection, click the bubble next to **All Day** under Available Times, and then click **Continue**.
4. Verify the contact or add a new contact (this affects only this inspection), then click **Continue**.
5. Review the schedule, include additional notes, as necessary, then click **Finish**.

Contact the King County Department of Permitting at 206-296-6630 if you have questions or need additional help scheduling an inspection for your permit.

Can I schedule multiple inspections at once?

If you need to schedule multiple inspections for a single record (for example, a Pre-Construction Conference and a Framing inspection), or the same inspection for multiple records (for example, Final Inspection on multiple Mechanicals), then you will need to repeat the steps to schedule each inspection separately.

Why can't I schedule an inspection?

If the application status of your permit is not "Issued", "Permit Issued", "Monitoring In Process", "Inspections In Process", "Permit Expiration Notice", or "Permit Extended", then you will not be able to schedule an inspection using the King County Permitting Portal or IVR.

If your permit has a lock on it—such as for Waiting for Customer Information, or an NSF check—you will not be able to schedule an inspection using the King County Permitting Portal or IVR.

If you are trying to schedule an inspection for a Vashon location, you must schedule your inspection for Thursday.

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Contact the King County Department of Permitting at 206-296-6630 if you have questions or need additional help scheduling an inspection for your permit.

How do I cancel an inspection?

To cancel an inspection, you need to find the permit record.

1. Once you locate the permit, expand the Inspections bar. Next to the inspection you want to cancel, click the Actions link and select Cancel.
2. Click **Cancel Inspection**. The inspection will display under Completed as Cancelled.

How do I reschedule an inspection?

To reschedule an inspection, you need to find the permit record.

1. Once you locate the permit, expand the Inspections bar. Next to the inspection you want to cancel, click the Actions link and select Reschedule.
2. Select the Date for the inspection, click the bubble next to **All Day** under Available Times, and then click **Continue**.
3. Verify the contact or add a new contact (this affects only this inspection), then click **Continue**.
4. Review the schedule, include additional notes, as necessary, then click **Finish**. The originally scheduled inspection will display under Completed as Rescheduled, and the new inspection will show under Upcoming.

Who was my inspection assigned to?

To review the results of an inspection, you need to find the permit record.

Once you locate the permit, expand the Inspections bar. Under the **Schedule or Request An Inspection** link you will see your upcoming inspections.

Before an inspection is assigned to an inspector, you will see:

Inspector: IVR INSPECTOR

After an inspection is assigned to an inspector, you will no longer see IVR INSPECTOR, but the name of the inspector assigned to perform the inspection.

How do I see inspection results?

To review the results of an inspection, you need to find the permit record.

Once you locate the permit, expand the Inspections bar. Under the **Completed** heading, you will see completed inspections and the status the inspection was given, such as Correction Notice, or Approved. Click the **View Details** link to see additional information about the inspection and read any results comments.

Contact the King County Department of Permitting at 206-296-6630 if you have questions about the inspection results for your permit.

Why didn't I get an email message with my inspection results?

Make sure that your email address is correct in the Contact for the inspection. If your email address is correct, check your Spam folder. If the email isn't in your Spam folder, send email to linkmypermits@kingcounty.gov with your user ID and the details of your issue.

You might need to configure your email program to designate KingCounty.gov as a Safe, Trusted or Not Junk domain, or to mark no-reply@kingcounty.gov as a safe or trusted email address.

See the help documentation for your email program for instructions on how to mark a domain as Safe, or how to set an email address as safe or trusted.